

## AMENDMENT

### In the Claims:

Please amend claims 1-11, 13-14, 19 and 22-24 as indicated below.

1 1. A computer-based system for automating administrative procedures in a medical  
2 office, said system comprising:  
3 a control module including instructions for controlling automated performance of  
4 a plurality of administrative tasks;  
5 an administrator module [in communication with] under control of said control  
6 module, the administrator module including instructions for automated generation of  
7 administrative reports;  
8 a tape management module [in communication with] under control of said control  
9 module, the tape management module including instructions for automated management  
10 of tape transcription services; and  
11 a database accessible by said administrator module and said tape management  
12 module, said database including patient information and provider information.

1 2. The computer-based system of claim 1, wherein said administrator module  
2 includes instructions for [providing access to] automatically generating and selectively  
3 providing access to one or more reports selected from a group consisting of:  
4 departmental management reports; data availability reports; provider workload reports;  
5 transcription tape status reports; medical record review status reports; and chart location  
6 reports.

1 3. The computer-based system of claim 1, further comprising a provider module  
2 under control of said control module.

1 4. The computer-based system of claim 3, wherein said provider module includes  
2 instructions for [performing] automated performance of one or more tasks selected from

3 a group consisting of: providing access to a list of outstanding reports; prioritizing  
4 outstanding reports based on workload age; transferring files containing reports to  
5 portable storage media; and distributing incoming reports to providers.

1 5. The computer-based system of claim 1, further comprising a management  
2 module under control of said control module.

1 6. The computer-based system of claim 5, wherein said management module  
2 includes instructions for automatically generating and selectively providing access to one  
3 or more reports selected from a group consisting of: departmental chart distribution;  
4 appointment listings; identification of charts requiring action; identification of no-show  
5 patients; database maintenance statistics; and system backup statistics.

1 7. The computer-based system of claim 1, further comprising a database  
2 management module under control of said control module.

1 8. The computer-based system of claim 7, wherein said database management  
2 module includes instructions for [performing] automated performance of one or more  
3 tasks selected from a group consisting of: archiving aged records; purging outdated  
4 records; transmitting notifications of required actions; managing flow of files into and  
5 out of the medical office; maintaining one or more tables containing employee  
6 information, provider information, and report types; processing data entry input; and  
7 populating tables with data entry input.

1 9. The computer-based system of claim 1, further comprising a report management  
2 module under control of said control module.

1 10. The computer-based system of claim 9, wherein said report management module  
2 includes instructions for [performing] automated performance of one or more tasks

3 selected from a group consisting of: populating report forms with patient information;  
4 generating headings and standard text entries customized by provider; generating  
5 letterhead and signature lines customized by provider; generating boilerplate language  
6 required for particular types of reports; distributing reports; printing reports; and  
7 generating and distributing forms in batch mode.

1 11. The computer-based system of claim 1, wherein said tape management module  
2 includes instructions for [performing] automated performance of one or more tasks  
3 selected from a group consisting of: tracking location of transcription tapes; assigning  
4 tapes to transcriptionists; tracking transcribed reports; assigning medical records to  
5 reviewers; and tracking documents associated with transcription tapes.

1 13. A computer-implemented method for automating administrative procedures in a  
2 medical office, said method comprising the steps of:  
3 maintaining an office automation system including a database containing provider  
4 information and patient information;  
5 automatically generating administrative reports from the office automation  
6 system, [automatically] populating fields in the reports with information from the  
7 database where appropriate; and  
8 [supporting] managing performance of one or more administrative tasks by an off-  
9 site service provider, including managing an electronic information exchange between  
10 the off-site service provider and the office automation system and generating reports on  
11 tasks assigned to the off-site service provider.

1 14. The computer-implemented method of claim 13, wherein said step of [supporting]  
2 managing performance of one or more administrative tasks by an off-site service  
3 provider comprises [supporting] managing off-site tape transcription.

1 19. A storage medium containing a set of instructions for execution by a computer,

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2 the set of instructions serving to automate administrative tasks in a medical office, said  
3 set of instructions comprising instructions for:  
4 maintaining an office automation system including a database containing provider  
5 information and patient information;  
6 automatically generating administrative reports from the office automation  
7 system, [automatically] populating fields in the reports with information from the  
8 database where appropriate; and  
9 [supporting] managing performance of one or more administrative tasks by an off-  
10 site service provider, including managing an electronic information exchange between  
11 the off-site service provider and the office automation system and generating reports on  
12 tasks assigned to the off-site service provider.

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1 22. A computer-implemented subscription service for automating administrative  
2 procedures in a medical office, said subscription service comprising:  
3 maintaining a database at a subscriber service center, said database containing  
4 information relating to a plurality of subscribers;  
5 providing each of said subscribers with a computer-based office automation  
6 system configured to exchange data electronically with said subscriber service center;  
7 receiving at said subscriber service center a request generated by a subscriber's  
8 office automation system for performance of an office administration task;  
9 performing the requested office administration task at said subscriber service  
10 center; and  
11 electronically transmitting information relating to performance of the office  
12 administration task back to said computer-based office automation system.

1 23. The computer-implemented subscription service of claim 22, wherein the  
2 requested office administration task comprises transcription of a dictation [tape].